

TROUBLESHOOTING GUIDANCE FOR USERS OF EMPLOYEE-ON-LINE@HOME

Problems accessing Employee-on-Line@Home?

Try these steps before asking for further help

STEP 1

Ensure you are using the correct link

Copy the link and paste it in your web browser

www.salisbury.nhs.uk/EOH

STEP 2

If it does not work try this one

<https://snfteol.allocate-cloud.com/EmployeeOnlineHealth/SNFTLIVE/Login>

STEP 3

If you are unable to get either to work try accessing your regular websites (BBC News/Amazon/Facebook) and check these are working

- **No – go to STEP 4**
- **YES –Go to STEP 5**

STEP 4

No links are working?

It is likely to be your broadband or pc/mobile/laptop that is the problem and you will need to sort this out as you would for anything else.

Also check you have the correct browser and software at home to support Employee on Line@Home as below:-

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3.1.2 EOL User:

Component	Client Requirements
Operating System	Windows XP SP3, Mac OS 10.1, OS X 10.8 or later
Internet Browser	<p>Internet Explorer 7 is the minimum supported. Later versions are recommended.</p> <p>Employee Online supports the following:</p> <ul style="list-style-type: none"> • Internet Explorer 7, 8 & 9 • Chrome – Windows OS • Firefox – Windows OS • Safari – Mac OS • Chrome – Mobile OS • Firefox – Mobile OS • Safari – Mobile OS
CPU	Intel-based Pentium IV 1 GHz or greater
RAM	<p>2GB minimum</p> <p>2GB preferred for 32bit machines</p> <p>4GB preferred for x64 bit machines</p>
Display	1,024 x 768 with 24 bit Color recommended
MS Excel	2007 or higher
Network Protocol	TCP/IP (https)
Acrobat PDF Reader	Acrobat Reader 7.0 or greater
Network Bandwidth	1Mbps speed for Employee Online

You will need to contact your broadband provider or follow your own pc instructions.

Salisbury NHS Foundation Trust CANNOT AND WILL NOT BE ABLE resolve personal or home Broadband/mobile or hardware problems but will be willing to advise during normal working hours (08:00 -17:00) 01722 336262 Ext 2040 .


Salisbury NHS Foundation Trust does not offer out-of-hours advice during evenings/weekends or nights.

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STEP 5

Other links ARE working BUT NOT THIS ONE?

Check you have the correct browser and software at home to support Employee on Line@Home:



3.1.2 EOL User:

Component	Client Requirements
Operating System	Windows XP SP3, Mac OS 10.1, OS X 10.8 or later
Internet Browser	<p>Internet Explorer 7 is the minimum supported. Later versions are recommended.</p> <p>Employee Online supports the following:</p> <ul style="list-style-type: none"> • Internet Explorer 7, 8 & 9 • Chrome – Windows OS • Firefox – Windows OS • Safari – Mac OS • Chrome – Mobile OS • Firefox – Mobile OS • Safari – Mobile OS
CPU	Intel-based Pentium IV 1 GHz or greater
RAM	<p>2GB minimum</p> <p>2GB preferred for 32bit machines</p> <p>4GB preferred for x64 bit machines</p>
Display	1,024 x 768 with 24 bit Color recommended
MS Excel	2007 or higher
Network Protocol	TCP/IP (https)
Acrobat PDF Reader	Acrobat Reader 7.0 or greater
Network Bandwidth	1Mbps speed for Employee Online

If you have checked all this and you still cannot get the link to work you can ring

**FOR ADVICE ONLY DURING THE HOURS OF 08:00 -17:00
Salisbury Hospital IT Helpdesk (01722 336262 Ext 2040)**

There is no out-of-hours help during evenings/weekends or nights.